

STATE OF MAINE PUBLIC UTILITIES COMMISSION 18 State House Station Augusta, ME 04333-0018

VENDEAN V. VAFIADES
COMMISSIONER

CAD Bulletin No. 2010-02

To: All Electric and Gas Utilities

From: Shawn C. Brooks, Senior Consumer Assistance Specialist

Subject: Chapter 815 - Winter Disconnection Period

Date: September 9, 2010

Pursuant to Chapter 815 § 10 (M) (6), all electric and gas utilities must submit a copy of their Notice of Customer Rights, warning letters, standardized collection letters, disconnection notices, and a copy of the Regular and Special Payment Arrangement Confirmation Forms and their Guidelines for Special Payment Arrangements to be used during the pending Winter Disconnection Period to the CAD. These documents should be submitted to my attention before November 15, 2010.

IMPORTANT: Chapter 314, Statewide Low-Income Assistance Plan (LIAP), requires that electric utilities include information regarding the existence of their LIAP in any mailings to customers pursuant the Winter Disconnection section of Chapter 815. The information must include, at a minimum, the eligibility criteria for the LIAP, the eligibility criteria for the Oxygen Pump/Ventilator Assistance Programs and how to apply for each. Please ensure this information is included in your winter notices, forms, and letters. This information must also be included on web pages with other relevant residential customer service information.

Listed below are the figures representing 150% of Federal Poverty Guidelines for the 2010/2011 Winter Disconnection Period. These guidelines remain unchanged from the 2009/2010 Winter Disconnection Period.

HOUSEHOLD SIZE	TOTAL YEARLY HOUSEHOLD INCOME
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515
9	\$61,125
10	\$66,735

(Add \$5,610 for each additional household member)

Please contact me at (207) 287-4974 ext. 2005 if you have any questions.



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